Unit 6, Exercise 12

Work with a partner to do a role-play in a shoe shop.

Verkäufer/in	English-speaking customer
Greet the customer in German.	
	Ask the assistant politely if he/she speaks English.
Say you speak English and ask how you can help.	
	You're looking for some sneakers to wear every day, not for running.
Ask what shoe size the customer has.	
	Your American size is 10.
Say what size that is in Germany and give the customer a pair of sneakers to try.	
	Ask for a shoehorn.
Give the customer a shoehorn.	
	Ask about the price.
Tell the customer how much the sneakers are.	
	Ask if there are any shoes on offer.
Say that you have shoes on offer but not in the customer's size.	
	Try on a pair of shoes and say they are too tight.
Offer the customer a bigger size.	
	Say these shoes fit well and ask if you can pay by credit card.
Say that you accept all major credit cards and take the customer to the cash desk.	
	Finish the conversation politely.
Thank the customer and say goodbye.	



Lösungsvorschlag

- A Guten Tag. Wie kann ich Ihnen helfen?
- B I'm sorry, I don't speak German. Do you speak English?
- A Yes, I do. How can I help you?
- B I'm looking for some sneakers to wear every day, not for running.
- A Okay. What shoe size do you take?
- **B** I'm a size 10 in America.
- A Let me see, that's a size 43 here. Would you like to try these sneakers?
- B Yes, please. Could you give me a shoehorn, please?
- A Of course. Here you are.
- B Thank you. How much are the sneakers?
- A They cost €89.99.
- B Okay. Are there any sneakers on offer?
- A We do have some shoes on offer but I'm afraid we don't have them in your size.
- **B** That's a shame. I'll try these ones on. They're a bit tight.
- A I can give you a bigger size. How do they feel?
- B That's much better, thanks. They fit well. Can I pay be credit card?
- A Of course. We accept all major credit cards. Please come this way to the cash desk.
- **B** Thank you very much.
- A Thank you. Goodbye.

